

Comments on Draft Delaware's Road to Value: John C. Dodd- Nov. 6, 2017

1. Title needs to say something about Health : a subtitle From High Cost to High Value for Delaware Citizens.
2. Road to Value is good but there needs to be at the end of the Road: I think there will need a series of Centers of Value along with a Recognition and Award system that uses the Baldrige Health Criteria or similar approach and has by population types a value network that delivers High Value with Related Human and Medical Support Services and closes coordination gaps and eliminates non-value-added services to reduce the total cost of care and reduces the health inflation.
3. I would recommend that there need to a Strategic Vision Summary and a Benchmarking Implementation Roadmap with specific goals and objectives of change.
4. Some more background information is needed:
5. Delaware Unique Characteristics: Where we currently have a Cost Issue? We are ready for the next phase of change?" We have done the work to be ready for the next phases of the journey. We have DHIN, DCHI and the professional community that is cooperative. We have some barriers like no Medical schools, etc. But we have to be one of the leaders so that it is not a drain on our economy. Delaware can be the leader. Also describe the range of environments and differences in neighborhoods.
6. Add a section Leading Best-Practices. I think the Summit meetings have really be of great value to learn from others and then translate into the Delaware Way Forward.
7. I would have each of the strategies to have a Goal Box: Indicator and using Goal-Question-Metric Paradigm.
8. Create strategy map needs to show how they are interrelated and have to be thought of with a systems approach – actually a system of systems with each value network having a patient-consumer in each value chain.
9. I think there need to be a strategy IX: Centers of Value and Award and Recognition- I lead company transformation efforts and found that there had to be positive recognition with many small success stories and the ACO's and Value-based purchasing are great I think that there needs to be both an inventory of High Value and Recognition. The Governor or Senators et could give rewards across the states along with local and volunteer heroes. Maryland used to have such an award process but it was general not health care specific. The use of the criteria can help.
10. Strategy X: Patient-Consumer Engagement for Healthy Living with Healthy Habits. We as citizens have to take responsibility and improve self-management. Healthy Habits

Additional Comments on what I would turn into and implementation-action roadmap. Health IT Transformation will be necessary along with a Care Coordination Framework: LifePulse. (that is my product) (Okay a little self-serving)

Health and Health Care Spending:

1. Add pictures from summit showing trends.
2. Focus on addiction as a critical sub-population along the large migrant "aging in place" populations that are moving from our neighboring states. The tax bill may make that more prevalent.

3. There also is always the pull back to Philly, Baltimore, DC – etc. for complex cases- down in Sussex they had a gap in an infectious disease specialist and neighbor ended up at Mercy in Baltimore. Those gaps can't exist.
4. Availability of specialist especially with the housing boom need to addressed- pain management, addiction specialists, etc. if finding foot doctor is a problem.
5. Telehealth and preferred referral networks are needed- even across the six hospital systems.
6. Need to explain that there are not one lever of change but many that need to pulled simultaneously. That is where independent but representative governance is needed.

Health Insurance Coverage in Delaware:

1. I need a picture or Pie chart.
2. I think there will be more questions about only one vendor in marketplace and some cross state or alternative thinking. Multi-state collaborative ??? I think the Alexander-Murray bill would be great – I notice some facebook trolls that want to blame someone. Tough to answer.

Delaware's Progress on Payment Reform

1. Need a picture about the range of payment options(LAN HCP-one)
2. Benefits of Value-based purchasing – may need a little side-bar box with definitions.
3. Need consumer visibility and pressure for improved care.

Implementation Plan:

Need to show an org chart with Board-Advisors, etc.

I would define a series of first year milestones:

- Legislative Hearing on Laws from other states
- Legislative Hearing Delaware Special Focus by Population and Neighborhood
- Delaware's Coordinated and Integrated Environment
- AllPayerClaimsDataBase and Alternate Payment Support System
- Baseline Benchmark Report
- Inventory of State Centers of Value and Gaps
- Health Recognition and Reward Program
- Proposed Laws or Regulations: Governance-etc.

Second Year and Third Year early milestones

I would have each of the areas presented with Strengths- Weaknesses-Opportunities and Actions with a common pattern of transformation.

1. Assessment
2. Plan for Collaboration: Who are the key participants?
3. Value Chain and Gap-Non Value Identification: As-Is and To-Be Vale Models
4. List of Opportunities for Improvement and Review and Prioritization with Governance Review
5. Estimated Value Impact and Business Case for Changes

Dodd Ideas for Delaware's Road to Value

6. Change-Piloting and Measuring Results
7. Success and Lesson Learned Report
8. Recognition and Continuous Improvement

A pattern of these with a spring and fall seminar and related hearings.

I am producing a related slide deck to expand these ideas.